MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY FINAL EXAMINATION

TRIMESTER 1, 2022/2023 (TERM ID 2210)

DMG5114 PRINCIPLES OF MANAGEMENT

7 February 2023
9:00AM-11:00AM
(2 Hours)

INSTRUCTIONS TO STUDENTS:

a. This question paper consists of 2 pages with 4 questions only (including the cover page).

b. The total mark for this exam is 100 marks and it carries 40% weightage towards your overall grade for this subject.

c. Please answer **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.

d. Please write all your answers in the Answer Booklet provided

Question 1

a) Organizing is a management function that involves arranging and structuring work to accomplish the organization's goals. Describe FIVE (5) purposes of organizing. (10 Marks)

b) What is mechanistic and organic structure? What are the FIVE (5) differences between mechanistic and organic structure? (15 Marks)

Question 2

a) Employee in organization resist to change because of uncertainty, fear of loss or belief change is inconsistent with goals of organization. Explain **FIVE (5)** techniques for reducing resistance to change? (10 Marks)

b) What are the two types of compensation and benefits? What are **FIVE (5)** business or industry-based factors that influenced the compensation and benefit packages determine by human resource division? (15 Marks)

Question 3

a) In order to understand the employees, communication plays a vital role. Discuss the **FOUR (4)** functions of communication in an organization. (10 marks)

b) Communication is the transfer and understanding of meaning. Discuss **FIVE (5)** actions taken in overcoming the communication barriers? (15 Marks)

Question 4

a) List and explain the steps, processes, and best practices managers typically utilize in the control process. Provide examples. (15 marks)

b) Performance is the end result of an activity. Managers are concerned with organizational performance. What are the FOUR (4) sources of information for measuring performance? (10 Marks)

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